

# Mark Marquez

San Antonio, Texas | (818) 493-8758 | [me@markandrewmarquez.com](mailto:me@markandrewmarquez.com) | [marky224.github.io/Online\\_Resume\\_Website/](https://marky224.github.io/Online_Resume_Website/)

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**OBJECTIVE:** Systems Administrator and IT engineer that maximizes technology, people and processes.

## SUMMARY

- Certified IT professional with 9+ years of experience in the SaaS & IT industry.
  - Experienced in Windows 10/11/Server, Cybersecurity, Scripting (Python, PowerShell, Bash, SQL), AWS, Azure, Active Directory, Networking, Virtualization, SharePoint, Teams, Oracle, and Ticketing Systems (JIRA, ServiceNow, Salesforce, Atera).
  - Implements programming scripts, robotic processing automation (RPA) and artificial intelligence (A.I.) to deliver high-volume workload while maintaining excellent customer service and thorough documentation.
  - Strong background in being a team player, customer-oriented, and a resourceful problem solver with hands-on experience in implementing, maintaining and optimizing IT technologies.
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## WORK HISTORY

### **Nov 2022 - Present, Phoenix Management Solutions - IT Tech (Nov 22 - Sep 23), Systems Administrator (Current)**

- Provides: Primary technical and operational support to a private equity group that manages 7 trucking companies
- Implemented: Remote Control, Ticketing & Cybersecurity Tools (in accordance to Cybersecurity Insurance requirements): – Patching, Back-Ups, Email Filter, Anti-Virus, MFA, IAM, SQL Database, Firewall, ETL Python Scripts
- Installs, oversees and optimizes: Cyber, Cloud, Wi-Fi, Microsoft Teams, Emails, SharePoint, Office 365, Ticket System
- Streamlines: IT operations kept within budget while protecting against various Cybersecurity attacks for future growth

### **June 2021 - Nov 2022, Digital Hands - Service Desk Specialist**

- Remotely Resolved: Tier 1, Tier 2 and 3rd-party issues while working internally to escalate and shadow Tier 3.
- Leveraged: Powershell Scripts, Macro Automation and Chrome Extensions to process 80% more cases (compared to the average), and also reduced installation times by 40% while verifying 100% configuration functionality.
- Received: Company-wide recognition for high-volume and high-quality throughput.

### **2021, Southwest Texas Regional Advisory Council (STRAC) - IT Specialist (Contract)**

- Created: Documentation that streamlined Tier 1 IT service to Coronavirus administrators and test-takers.
- Internal Collaboration: Resolved Tier 2 issues and/or escalated Tier 3 issues as needed.
- Created: Python scripts that implemented automation for creating and resolving tickets.

### **2020, Intech Southwest Services - PC Technician (Contract)**

- Diagnosed and troubleshooted: Various models of chromebooks & PCs to disassemble, replace hardware & re-image.

### **2020, Los Angeles County Voting Registrar - Field Support Technician (Contract)**

- Developed and implemented: Proactive hardware support strategy to maintain 99.99% voting booth uptime.

### **2015 - 2020, OnePoint HCM, Intellect, BlackLine, CareerArc - SaaS Sales Experience**

- Led in cold-calling by collaborating with teams of stakeholders to identify gaps in technology (CXO, IT, Accounting, Finance) , while aligning SaaS solutions that would help maximize current assets & emerging technologies.
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## EDUCATION & TRAINING

### **2020 – 2022, San Antonio Community College Post-Baccalaureate Courses**

- 3.75 GPA | Math courses for grad school application - Calculus I, II, III and Linear Algebra

### **2021, Microsoft, Azure Fundamentals Certificate (AZ-900)**

- Certified in how to implement and maintain cloud services through Microsoft Azure.

### **2020 - 2021, CompTIA, Secure Infrastructure Specialist Certificate**

- Obtained A+ (2020), Network+ (2021) and Security+ (2021) Certificates

### **2020 - 2021, SharpestMinds, Data Science Fellow (Apprenticeship)**

- Applied Statistics, Python, SQL, Machine Learning, GitHub, Markdown, Research Writing, Website Creation

### **2011 – 2014, University of California - Irvine, B.S. in Cognitive Sciences with concentration in Cognitive Neuroscience**

- 3.59 GPA | Statistical Analysis, Experimental Design, MatLab, SPSS, Neuroimaging, Research Writing, Research Lab